

request-395958-06011f31@whatdotheyknow.com

**Ref: FOI 2016-52**

19 April 2017

Dear Ms. Monika Wisniewska

I write regarding your email dated 20 March 2017. You requested the following information:

*Can you please give me an indication of your current FY IT budget and which IT systems you use to support and manage inspections? Also can you please confirm the average number of inspectors and inspections per year?*

I wrote to you on 20 March 2017 seeking clarification of your request:

*Before we are able to respond to your request could I please request that you clarify the information you are requesting. You refer to both “inspections” and “inspectors” however you do not provide the context (e.g. inspections/inspectors of).*

You responded to my email on 20 March 2017:

*I am referring to the core functions of your business and investigating/inspecting/inspectors or investigators carrying out their duties to report back to your organisation:*

*We have four core functions:*

- *Setting standards for optical education and training, performance and conduct.*
- *Approving qualifications leading to registration.*
- *Maintaining a register of individuals who are qualified and fit to practise, train or carry on business as optometrists and dispensing opticians.*
- *Investigating and acting where registrants’ fitness to practise, train or carry on business is impaired.*

We do not use specific IT systems to manage investigations. We use our CRM system and the Microsoft Office suite of programmes.

Our FY IT budget is publically available information available on page 13 of C08(17) Business Plan and budget which can be downloaded from

[https://www.optical.org/en/get-involved/Council\\_meetings\\_and\\_papers/february-2017.cfm](https://www.optical.org/en/get-involved/Council_meetings_and_papers/february-2017.cfm)

Statistical details regarding our fitness to practise investigations are published as part of our annual reports. This information can be downloaded from our website [https://www.optical.org/en/news\\_publications/Publications/annual\\_reports\\_archive.cfm](https://www.optical.org/en/news_publications/Publications/annual_reports_archive.cfm)

As such both the FY IT budget and statistical details regarding our fitness to practise investigations are exempt from release by virtue of Section 21 – Information reasonably accessible to the applicant by other means.

### **Your right to complain**

We take our responsibilities under the Freedom of Information Act seriously. However, if you feel your request has not been properly handled or you are dissatisfied with our response you have the right to complain. We will investigate the matter and endeavour to provide a response within 20 working days. You should write to:

Freedom of Information Reviews  
General Optical Council  
10 Old Bailey  
London  
EC4M 7NG

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint the Commissioner would expect you to have exhausted the complaints procedure provided by the GOC.

The Information Commissioner can be contacted at:

FOI Compliance Team (Complaints)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Thank you for taking an interest in the GOC.

Yours sincerely,

Robert Mannall  
Information Governance